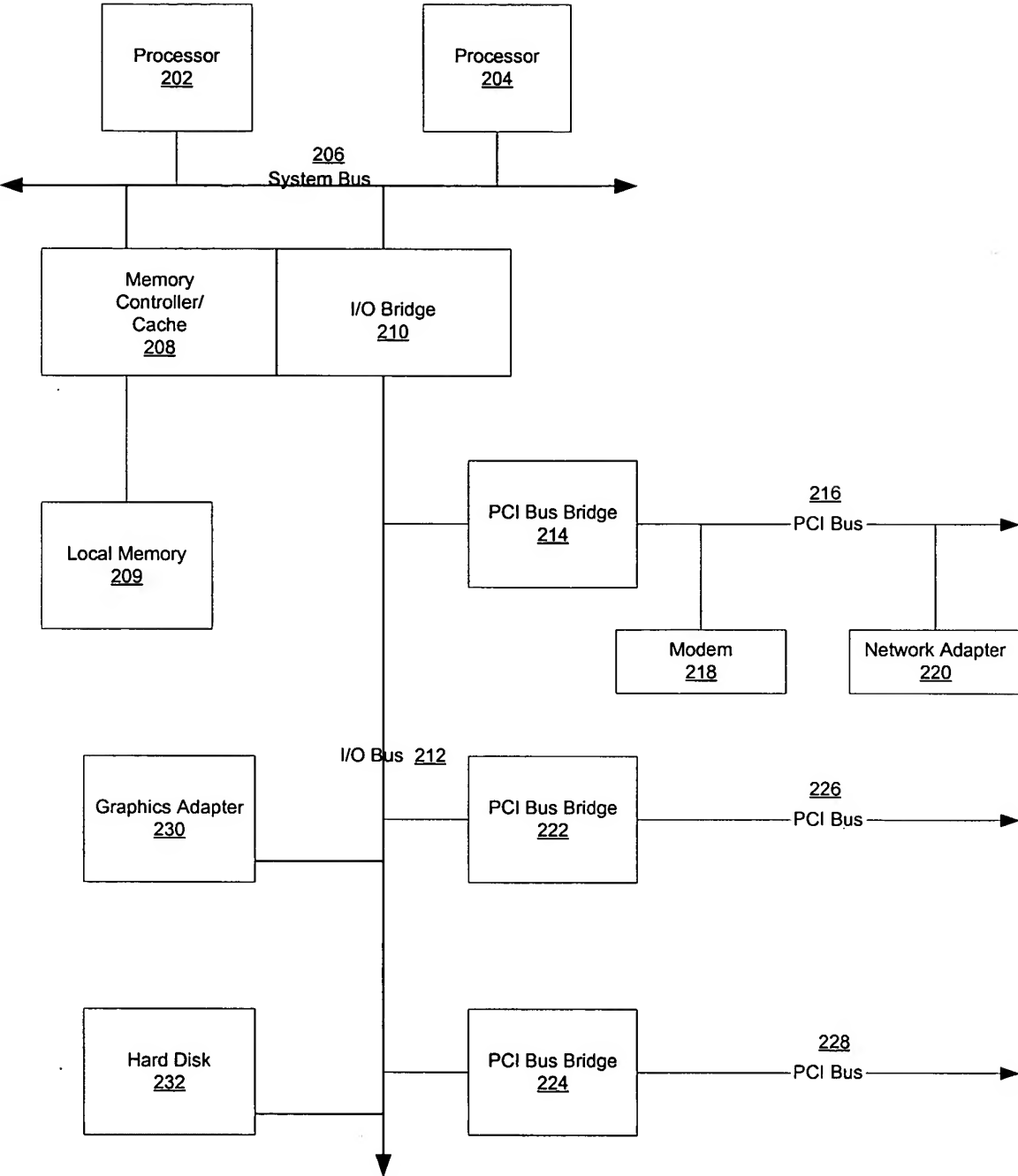
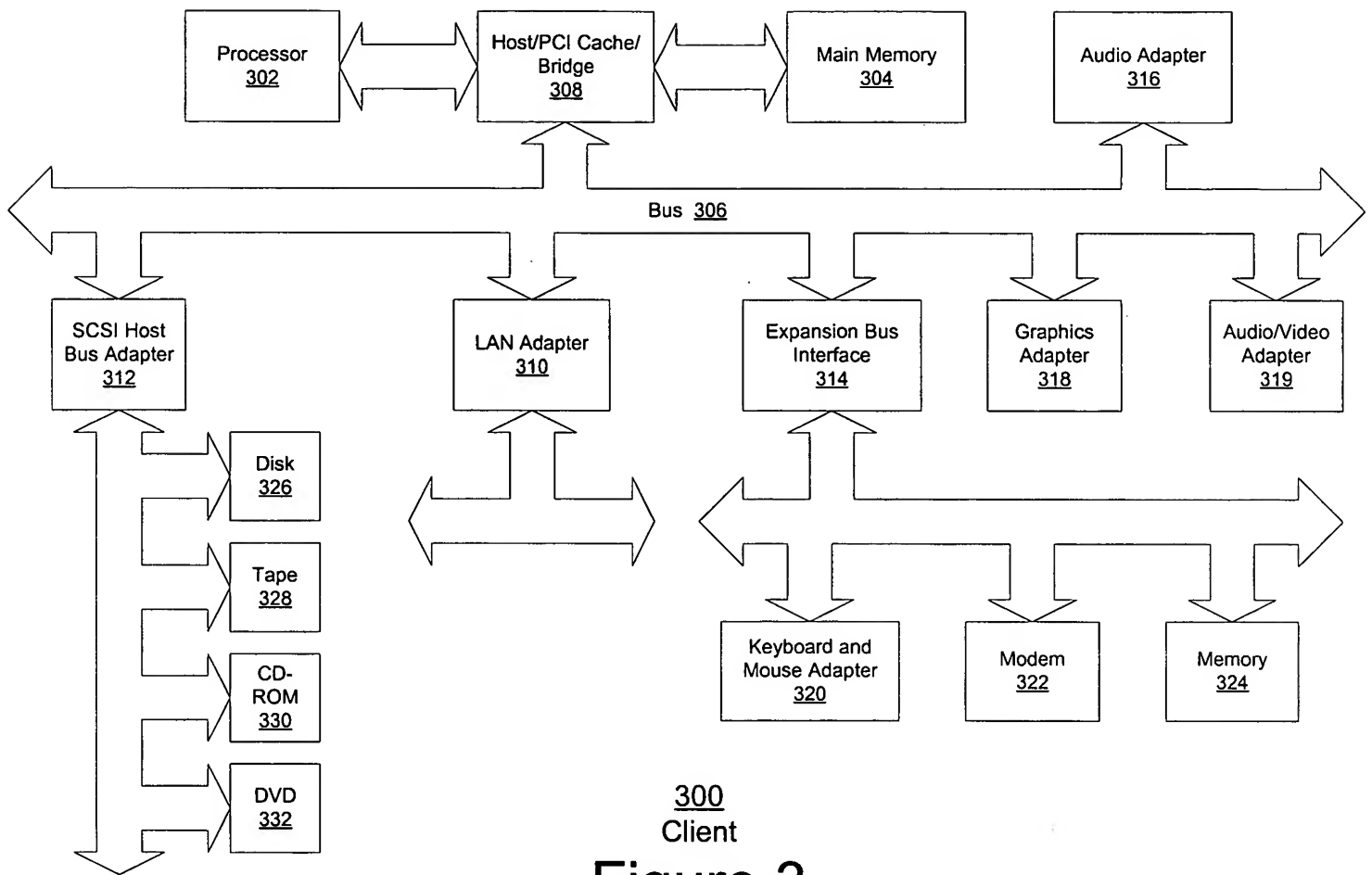


100  
Network  
**Figure 1**



200  
Server

Figure 2



**300**  
Client  
**Figure 3**

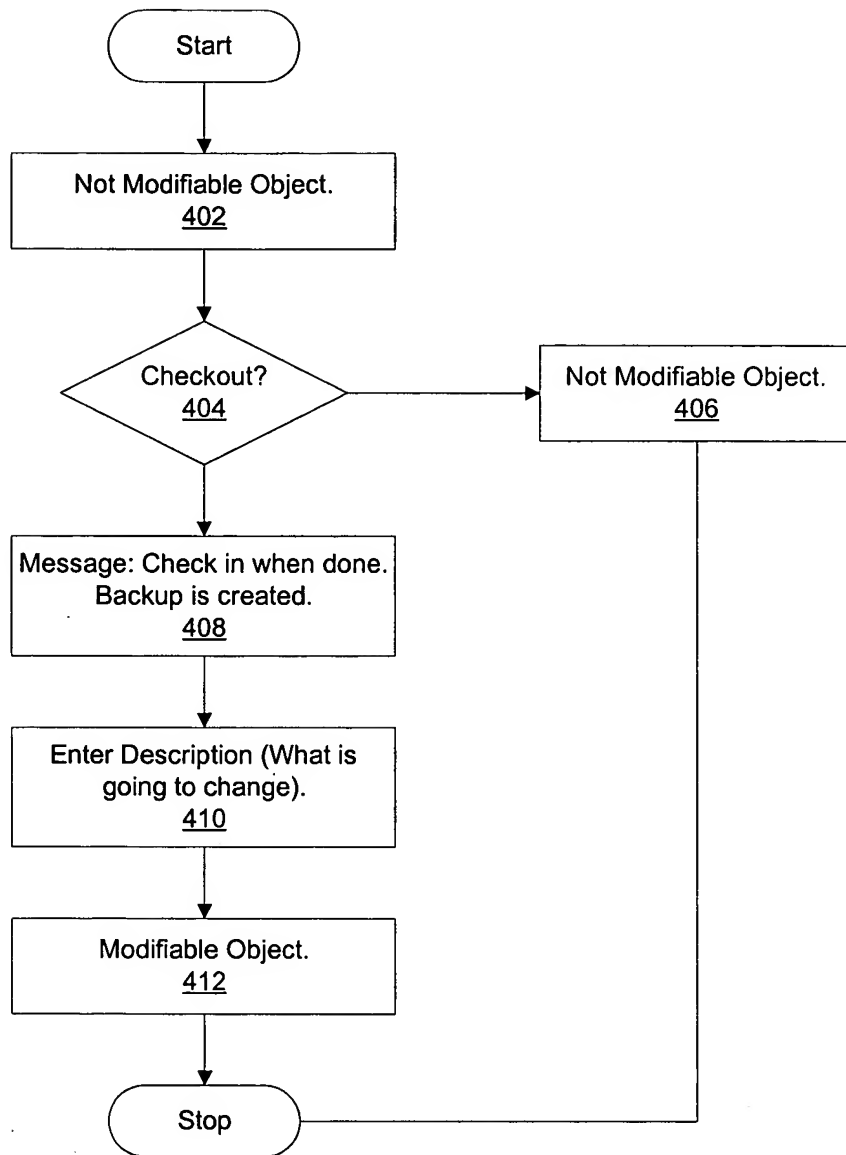
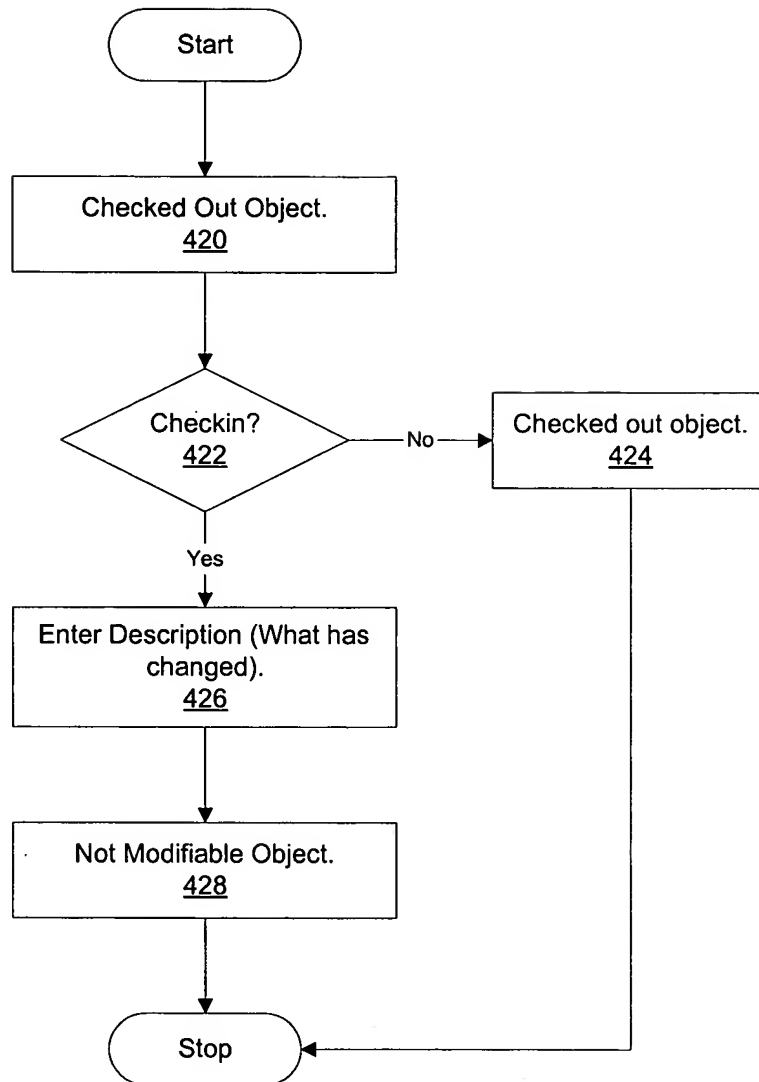
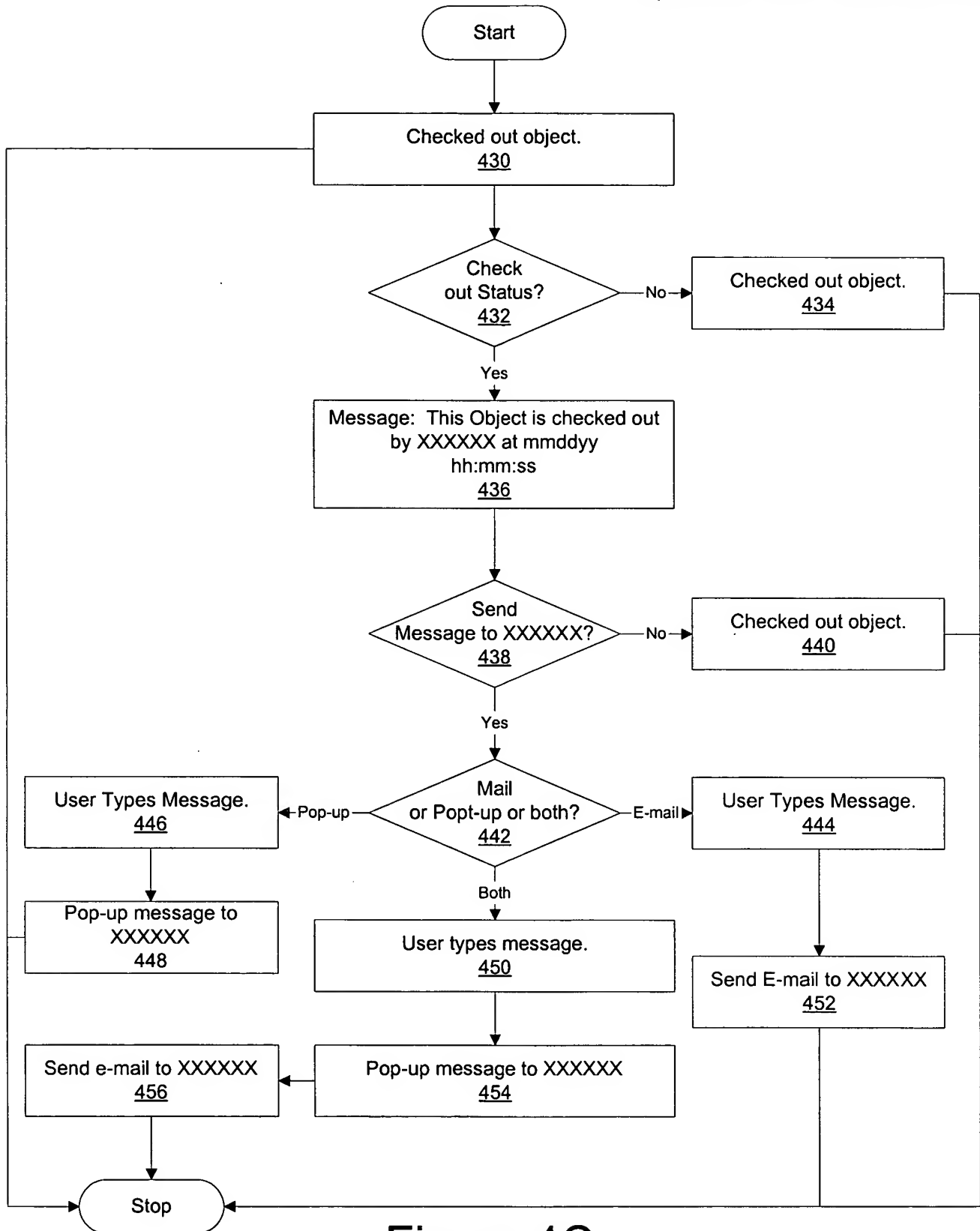


Figure 4A



**Figure 4B**

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"ServiceCenter SCM Tool"  
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**Figure 4C**

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"ServiceCenter SCM Tool"

Ta

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NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

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➕ Add CheckOut

Views Queries Calculations Validations Subroutines Add Options Privileges

### Format Control Maintenance - Main Information

Name:  View

File Name:

System:

Query Format:

Default QBE Fmt:

☐ Save Copy

☐ Stored Form Name

☐ Run Script

☐ Use Default Sort

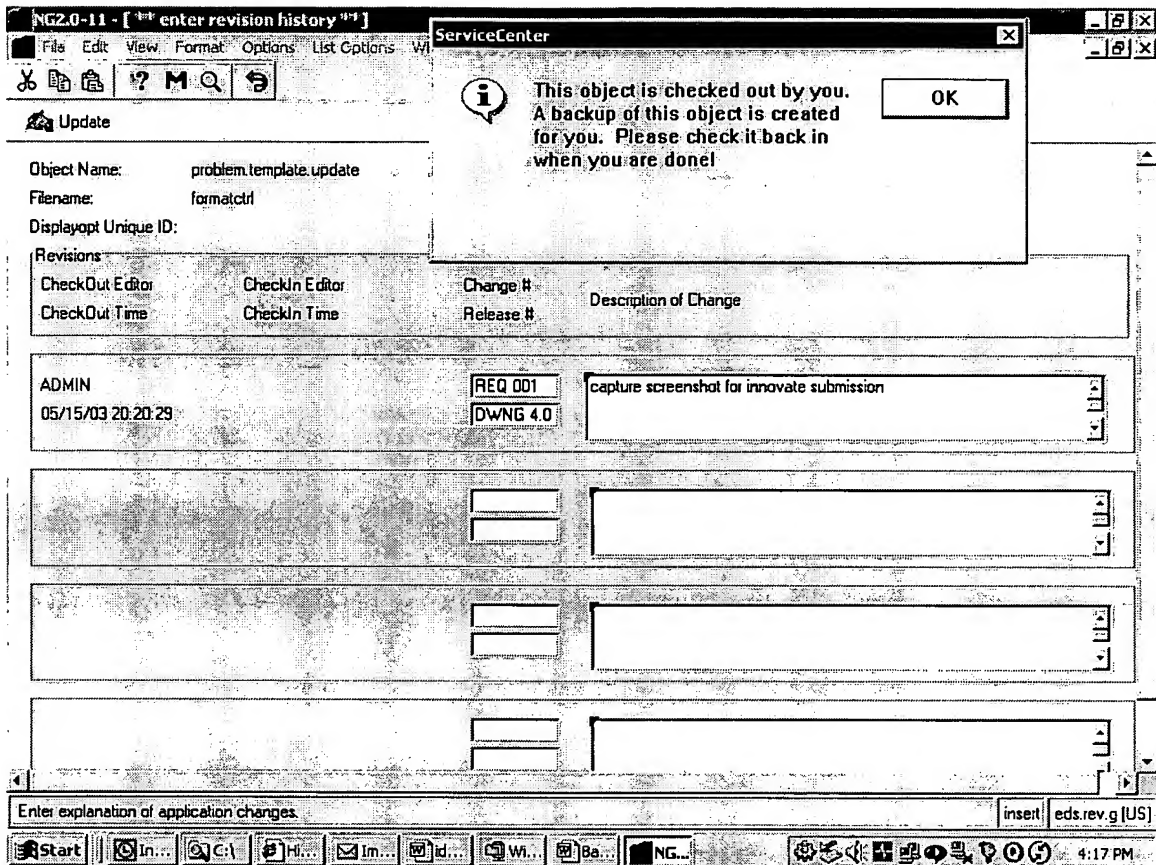
Default Sort sequence for queries

Initialization Expressions

Ready insert formatctrl.maint.g(fc.view) [US]

### Figure 5

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# Figure 6

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"ServiceCenter SCM Tool"  
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NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

Views Queries Calculations Validations Subroutines Addl Options Privileges

**Format Control Maintenance - Main Information**

Name: problem.template.update View:

File Name:

System: BP

Query Format:

Default QBE Fmt:

☐ Save Copy

☐ Stored Form Name

☐ Run Script

☐ Use Default Sort

Default Sort sequence for queries

Initialization Expressions

\$G.priority.codes={"Critical", "Major", "Medium", "Low", "Very Low"}

\$problemstatus0=problem status in \$file

\* Length (47) of data for field object1 exceeds max (40). truncated (trigger and

insert formatctrl.maint.g(fc.view) [US]

Figure 7

LEDS.00114  
"ServiceCenter SCM Tool"  
Ta  
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NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

Views Queries Calculations Validations Subroutines Add Options Privileges

**Format Control Maintenance - Main Information**

Name: problem.template.update View

File Name:

System: 8P

Query Format:

Default QBE Fmt:

☐ Save Copy ☐ Stored Form Name ☐ Run Script ☐ Use Default Sort

Default Sort sequence for queries:

Initialization Expressions

\$G.priority.codes=('Critical', 'Major', 'Medium', 'Low', 'Very Low')

\$problemstatus0=problem.status in \$file

Ready insert formatctrl.maint.g(lc.view) [US]

Page: 4 Sec: 1 4/5 At: 6:6 Ln: 5 Col: 10 REC: TRK: EXT: OVR: US

Figure 8

LEDS.00114  
"ServiceCenter SCM Tool"  
Ta  
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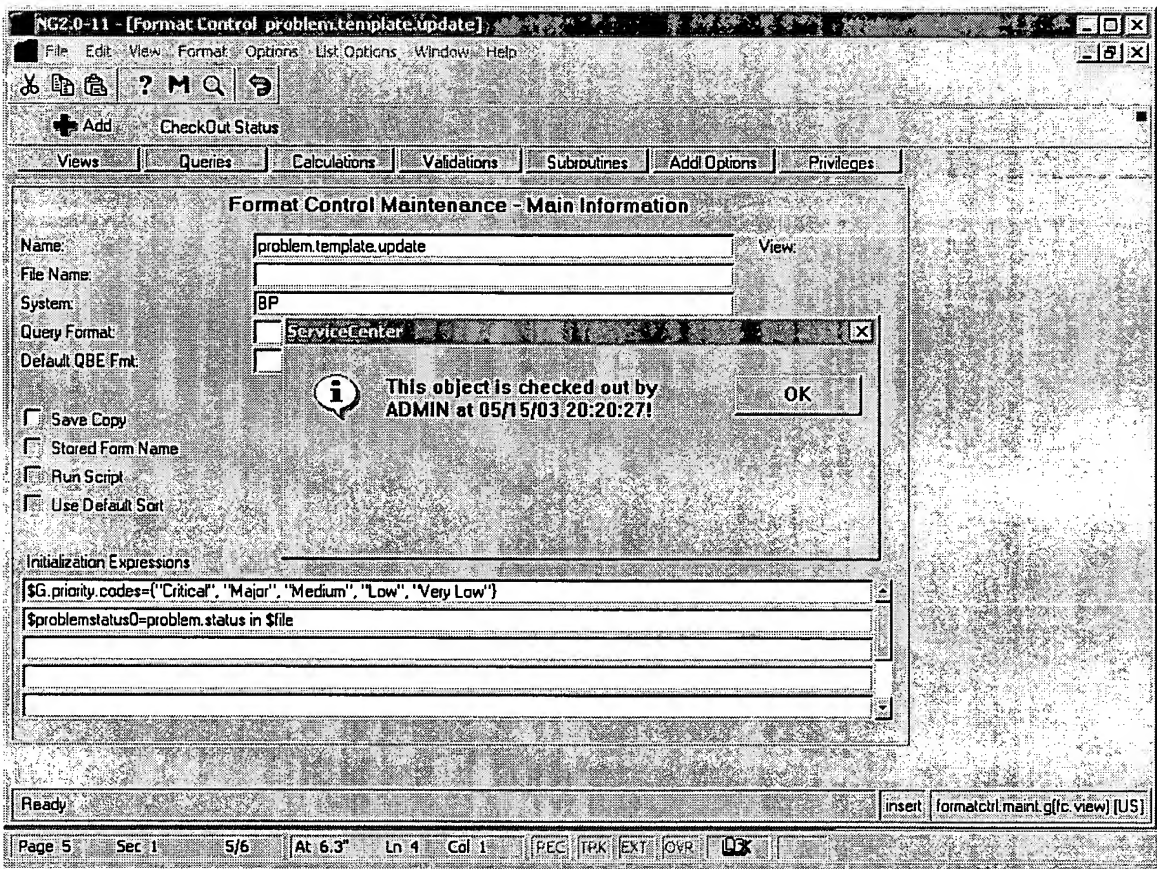


Figure 9

LEDS.00114  
"ServiceCenter SCM Tool"  
Ta  
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NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

Views Queries Calculations Validations Subroutines Add Options Privileges

**Format Control Maintenance - Main Information**

Name: problem.template.update View

File Name:

System: 8P

Query Format: ServiceCenter

Default QBE Fmt:

☐ Save Copy

☐ Stored Form Name

☐ Run Script

☐ Use Default Sort

Initialization Expressions:

\$G.priority.codes= ("Critical", "Major", "Medium", "Low", "Very Low")

\$problemstatus0=problem.status in \$file

Do you want to send a message to ADMIN!

Yes

No

Cancel

Ready

insert formatctrl.maint.g(fc.view) [US]

Page 6 Sec 1 6/7 At 6.6" Ln 5 Col 1 REC TRK EXT OVR

# Figure 10

LEDS.00114  
"ServiceCenter SCM Tool"  
Ta  
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